

WSRC QUARTERLY MEETING MINUTES*Thursday, February 10, 2022**9:00am to 3:17pm***Members****Present:**

Erica Wollen, Workforce Training Representative, Olympia
Ivanova Smith, Disability Advocacy Representative, Tacoma
Jayson Morris, Former Recipient of Services, Seattle
Jen Chong-Jewell, Parent Advocate, Everett
Jennifer Bean, Client Assistance Program, Bellingham
Laurae MacClain, Tribal VR Representative, Nespelam
Lesa Dunphy, DVR Counselor Representative, Colville
Matt Newton, Business Representative, Tacoma (joined at 9:35am)
Michele Stelovich, Labor Representative, Bellingham
Peggy Frisk, Council Chair, Community Rehabilitation Provider, Lake Stevens
Tania May, OSPI Representative, Olympia
Terry Redmon, DVR Director, Ex-Officio, Lacey

Members**Absent:**

Dion Graham, State Independent Living Council Representative, Union
Edward Nicholson, Business Representative, Vancouver

Council Staff:

Shelby Satko, WSRC Executive Director, Lacey
Jolie Ramsey, WSRC Executive Lead, Lacey

Visitors:

Amy Lystad, DVR Regional Trainer, Tumwater Office
Allesandria Goard, DVR Chief of Field Services, DVR State Office
Alexandra Toney, OSPI Special Education Program Supervisor
Andrew Fickes, Communication Specialist, DVR State Office
Angela Merritt, DVR Supervisor, Spokane Office
Ann Martin, DVR Region 2 Administrator
Benjamin
Brandi Monts, TA and Training Director, Wise
Carol
Cassi Villegas, DVR EDAI Administrator and Tribal Liaison
Cathy Eylar, Ability Employment Services, Spokane
Christina Frye, Trillium
Donald Alvashere, DVR Senior Manager
Doug Burkhalter, CAP Staff
Elizabeth Gordon, Executive Director, GCDE
Jaymie Heberlein, Trillium
Jeanese Hime, DVR Program Coordinator
Jo'el Roth, DVR ATAP, Region 3
Justin DeFour, DVR Deputy Director, State Office

Kim Conner, Executive Director, WA State Independent Living Council
 Kristina Zawisza, DVR Performance Manager
 Lauren Peterson, DVR Regional Trainer, Tumwater Office
 Lori Magnuson, DVR Regional Trainer, Central Seattle Office
 Michele Hernandez, Trillium
 Marcus Poppen, Assistant Professor, Special Education, WSU
 Mari Heusman, DVR Policy Manager
 Pablo Villarreal, DVR Region 1 Administrator
 Polly Maxwell, Artisans
 Rachael Baur, DVR Business Relations Manager
 Rayanne Miller, DVR Confidential Secretary
 Robb St. Lawrence, Fiscal Compliance Manager, DVR State Office
 Ronnie Oswald, Holly Ridge
 Shawn Walsworth, DVR Region 3 Administrator
 Stacie Owen
 Tammie Doyle, DVR Transition Manager
 Tennille Nicolette, DVR Training Manager
 Valarie Clark, Goodwill Industries of the Columbia
 Vanessa Prendiville, The Arc of Spokane
 Wanda Thompson Loe

Call to Order— Meeting called to order at 9:03am by Peggy Frisk, Chair

DVR Director Updates: Terry Redmon

- New DSHS Secretary, Jilma Meneses
 - Meeting with her to discuss priorities
- RSA monitoring scheduled for 2022
 - Initial meeting with RSA was Jan. 21
 - On-site monitoring dates have not been identified
- Anti-Racism Declaration shared with DVR staff Monday, Jan. 10
- Telework Update
 - Temporary suspension of in-person requirement for DVR staff is in effect Jan. 12-March 15
 - KN95 masks are now a recommendation for staff
 - DSHS and DVR leadership will make the decision to return to the office safely
- Budget Update
 - We have received \$2,779,064 of program income for SFY 22
 - Closed out the Basic Support 2020 grant and filed our final reports on 12/30/21
 - Will send back \$2,462,009 of Pre-ETS funding set aside that we were unable to spend.
 - Last year we sent back \$5,724,192 of unspent Pre-ETS set aside related to Basic Support 2019.
 - Received the Governor's supplemental budget with no surprises
 - Will review fiscal notes and bill analysis for DVR impacts.
- Pre-ETS Spending
 - Current spending:
 - FY21 Required 15% set aside: \$7,580,577
 - Spent so far this FY: \$844,482
 - Average monthly spending: \$271,971
 - Partners have reached out to Tania May regarding the impact of changes requested by DVR including but not limited to discontinuing services remotely.
 - DVR is meeting with partners and contractors surrounding this issue. Looking for ways to meet contractual requirements and also consider needs of Pre-ETS students

- WASILC has been discussing Pre-ETS services, as far as they may be provided by CILs.

Pre-Employment Transition Services –TSAT – Demonstration Sites Presentation: Marcus Poppen and Tammie Doyle

- Young adults with disabilities experience poor post-secondary employment outcomes
- Since 1973, collaboration between Vocational Rehabilitation (VR) and schools have been shown to increase positive employment outcomes for young adults with disabilities
- Working together with VR, schools, and students' support systems greatly improves outcomes
- Shared results from the Transition Self-Assessment Tool (TSAT)
 - Valid data was collected from 265 of 480 high schools statewide, including samplings from every ESD
 - On average, 74% of 97 transition services on the assessment are available in sampled schools
 - Among the sampled schools, average 26%-50% of all potentially eligible students with disabilities participated in these school-based transition services.
 - On average, 1-25% of the school-based transition services delivered were in coordination with VR.
- Link shared by Marcus: <https://education.wsu.edu/documents/2020/08/tsat-statewide-summary-report.pdf/>
- WA Transition Program would bridge gaps where services are not provided, as many school are currently providing these services. Intended to build capacity to improve coordination between schools and VR
- Currently piloting the Transition Program in five schools statewide. They've completed their needs assessment
 - Colville High School, Pullman High School, Salton High School, Mercer Island High School, and Goldendale High School
- Requested information and supports
 - Open-ended responses resulted in a clear theme of negative attitudes and experiences towards DVR
 - Four themes emerged across each of the 5 pre-employment transitions service domains:
 - Improve their professional skills and knowledge
 - Improve the overall quality of transition services available to students with disabilities
 - Increase access to transition services
 - Increase the level of coordination with DVR and other adult disability service agencies
- Lummi Tribal VR is in collaboration with Transition Program

Community Rehabilitation Programs Update: Angela Merritt

- Survey sent to CRPs in December to inform problem solving efforts
- CRP challenges are a statewide issue
- Survey results from the 79 completed and received surveys from CRPs from all regions
 - 92% have communication challenges with one or more staff
 - 44% have communication challenges with more than 2 staff
 - 64% say response time exceeds two business days
 - 71% typically contact staff at least 2x before getting a response
 - 46% say that an alternate contact is not provided on voicemail or email reply (45%) when staff is out of office
 - 84% of CRPs usually or always know whom to contact when cases are transferred to a different VRC.
 - 35% indicate that they are typically informed promptly when a case transfers.
- These communication issues predated Covid-19 pandemic

Performance Updates: Kristina Zawisza

- 2022 State Plan Update under way
 - State Plan is prepared every four years and updated at the two-year midpoint
 - State Plan is developed in partnership with WSRC and other stakeholders
 - Current plan in effect from July 2020—June 2024.
 - Update due March 15, 2022 to Rehabilitation Services Administration (RSA).
- Comprehensive Statewide Needs Assessment (CSNA)
 - DVR is preparing to contract for the 2022 CSNA

- CSNA is a study of the VR needs of individuals with disabilities statewide
- Required every three years per the Rehab Act of 1973, as amended by WIOA.
- Informs the goals and priorities of DVR's state plan
- Completed by both DVR and WSRC
- Statewide case review
 - Most recent review completed in Oct. 2018 for cases closed between 07/01/17—06/30/18.
 - Plans for the next review were postponed in 2020 and 2021.
 - Planning will resume after Waves (the new case management system) is implemented. Review expected to take place in this fall.
- Measures That Matter: Performance Pre-and Post-COVID
 - More customers were working than pre-COVID levels
 - Number of cases of "Closed/Employed" returned to pre-COVID levels
 - Employment rate averaged 50%; the highest rate since Q2 of 2020
 - DVR continues to track and report performance measures by gender, race, and ethnicity
 - Closed cases
 - About 40% of youth cases closed before plan
 - Females represent only 1/3 of youth cases, both in-plan and closed
 - 28.4% of all youth cases that closed had a successful outcome, compared to 21% of all cases
 - Hispanic/Latino and Native American youth were least likely to move to plan or close with employment

Equity, Diversity, Access, and Inclusion (EDAI) Updates: Cassi Villegas

- Added 'Access' to acronym to intentionally include Access
- EDAI community of practice and More Than a Moment conversations that DVR staff are doing
 - Helps bridge gaps and develop a common language of EDAI
- Language access
- DVR anti-racism declaration
- 2022 EDAI Planning
 - Activities come from the State Plan, Strategic Plan, and DSHS EDAI plans
 - Currently about 50 activities being tracked
- Tool to ensure equity in policies and practices
- Creating an Access Specialist Position for DVR, will be posted and recruited soon
- Focusing on Recruitment, Employee Recognition, and Exit Interviews to better inform work
- DVR is working on becoming an "Employer of Choice"
 - Will be putting an EDAI statement in all recruitment notices. It will be strong, but also generic enough to work for all DVR job positions.
 - Working to improve recruitment efforts
 - Considering employee recognition efforts
- EDAI Community of Practice
 - Practitioners are meeting 1x/month for the past year
 - Bringing in speakers, discussing how can we make DVR better
 - Select and prepare monthly More Than a Moment content that DVR employees are reading and discussing within their respective teams
- DVR Anti-Racism Declaration
 - Cassie read and explained each part of the declaration
 - Customer satisfaction survey will help center DVR customers

State Plan Public Forum Attendance:

Jolie Ramsey, Shelby Satko, Kristina Zawisza, Allesandria Goard, Rayanne Miller, Terry Redmon, Alan Knue, Alexandra Toney, Alicia Roberts Frank, Aliza Hauser, Amanda Van Roberts, Amir Sirous, Amy Lystad, Andrew Fickes, Angela Gomez,

Angela Merritt, Ann Martin, Ashleigh Rice, Benjamin T, Bethany Johnson, Bill Dowling, Boden, Camille Curnutt, Chrissy Heerschap, Cynthia Tierney, Christina Frye, Colleen Graney, Courtney O’Catherine, Cynthia Youngblood, *David Poland, Dawn English, Deanne Burch, Dwayne Ewy, Debbie Maxwell, Deona Koberstein, Donald Alveshere, Doug Burkhalter, “Esavadove”, Eliza Lester, Elizabeth Gordon, Erica Wollen, Ezequiel Martinez, Francis Bruehler, Gail Brock, Grizelda Montano, Heather Hogan, Henok Hailu, Catherine Herring, Jacqueline Cash, Jay Hopkins, Jayson Morris, Jeanese Hime, Jen Bean, Jen Chong-Jewell, Jennifer Huard, Jennifer Killian, Jere Jaline, Jerri Clark, Jessica Loseke, Jody Johnson, Jo’el Roth, Joshua Suce, Julleah F, Kimberley Avalos, “Kk Ss”, Kristin Wade, Lan Totten, Laurae MacClain, Leah Velasco, Lesa Dunphy, Lindsay Fisher, Lori Magnuson, Lynessa Schofield, Maggie Metcalfe, Mandy Kipfer, Marcus Poppen, Mari Heusman, Matt Newton, Mayra Colazo, Mercedes Bekke, Maureen Dolan, Michael Holman, Michele Stelovich, Pablo Reyes, Peggy Frisk, Peter Yoou, Rachael Baur, “Rap”, Renee Silva, Robb St. Lawrence, Ronnie Oswald, Ryan Newell, Shawn Walsworth, *Shelby H, Tennille Nicolette, Teresa Cuevas, Trish Clark, Trisha Bustos, Valarie Clark, Valessa Prendiville, Wanda Thompson Loe, Xingyao Chen, *Galyean, Justin DeFour, Rassy Elliott.

Questions/Comments of the State Plan Public Forum:

**No comments were submitted that pertained to the State Plan*

1. Francis Bruehler: One omission: A very strong foundation of not having to worry about losing or forced to give up that job in an unstable housing situation. I had a job in 2019, I lost the job because I was priced out of the entire housing market in my area. I had to leave the job. There is nothing in this plan to address this. Maybe have Section 8 vouchers, and other affordable, stable housing.
2. Shelby H: My dream is to be an actuary. She has her MBA, but has had multiple accidents since then. She isn’t that person anymore. Memory issues and physical impairments.
3. Amir Sirous: I have been with DVR for 5 years, and have no counselor and no communication. No professional behavior.
4. Galyean: Two things. I am deafblind. I have glaucoma in both eyes. Live in Rochester. Submitted paperwork to the Dept. of Services of the Blind and have not heard back.
5. Ashleigh Rice: I have been on the waitlist for many years, and will graduate soon, so how has this been helpful? Will I get services or not?

Meeting adjourned at 3:17pm